

DCF/DFES/BWF
Program Operations Section
Human Services Area Coordinator
Position #: 309534

POSITION SUMMARY: Under general supervision of the Program Operations Section Chief, this position provides support to the Wisconsin Works (W-2) and Related Programs contract, which includes the following programs: W-2, Emergency Assistance, Job Access Loans, Contracted Child Care, and Refugee Assistance Programs. This position staffs the W-2 Help Desk and resolves system issues. This position also responds to constituent questions and concerns about program services and coordinates with regional staff to resolve issues as necessary. This position is responsible for ensuring W-2 agency compliance with program requirements in conjunction with Milwaukee Operations Section and the Bureau of Regional Operations. (The remainder of this document will refer to the Milwaukee Operations Section and the Bureau of Regional Operations as Regional Staff.)

This position participates on workgroups within BWF to develop and implement new policy and system requirements. Also, this position participates on workgroups with the Department of Health Services in order to implement system updates that impact programs in both departments.

This position is located in the Bureau of Working Families, which provides a variety of programs to assist low-income individuals and families obtain employment including W-2, Job Access Loans, Emergency Assistance, Transform Milwaukee Jobs, Refugee Services, Community Services Block Grant, and Skills Enhancement.

TIME % GOALS AND WORKER ACTIVITIES

- 35% A. Monitor W-2 Agencies to ensure compliance in the administration of the W-2 and Related Programs Contract.
- A1. Contribute to the development of the bureau monitoring plan.
 - A2. Monitor W-2 agencies, as set forth in the monitoring plan, for compliance with federal regulation, state statutes, rules, and policies.
 - A3. Monitor and evaluate W-2 agency program implementation through an assessment of agency standard operating procedures, case reviews, and other desktop monitoring.
 - A4. Monitor the implementation of new policies and system changes.
 - A5. Develop and maintain compliance monitoring tools, processes, and report templates.
 - A6. Provide W-2 agencies with interpretation of program policy and procedures. Seek guidance from other Bureau of Working Families staff to resolve policy questions.
 - A7. Provide feedback from monitoring activities to the Regional Staff.

- A8. Coordinate with the Regional Staff on the follow up with W-2 agencies regarding non-compliance issues. Participate in the review of corrective action plans as needed. Provide follow up monitoring to ensure implementation of the W-2 agency corrective action plan.
- A9. Write reports for management describing monitoring findings, follow up action taken with the W-2 agency, corrective action taken by the W-2 agency, and the results of the implementation of corrective action.
- A10. Coordinate with Regional Staff, Bureau of Working Families, and W-2 agencies to identify, develop, and implement program enhancement strategies aimed at improving compliance and quality.
- A11. Identify policies, processes, or systems that are difficult or confusing for W-2 agencies to implement. Coordinate with the Bureau of Working Families and Regional Staff to develop alternative processes and methods to improve systems and policies.
- A12. Participate in the Performance Outcome Claim Adjudication process in order to ensure that Performance Outcome Claims are valid and appropriately documented.
- A13. Respond to requests from the Legislative Audit Bureau related to the single audit for the W-2 program. Complete monitoring and any other assignments related to the corrective action under the Legislative Audit Bureau audit.
- A14. Become knowledgeable of all data matching systems used by the bureau including the Income Eligibility and Verification Systems (IEVS), Public Assistance Reporting Information System (PARIS), and other state data match systems.
- A15. Participate in the development and implementation of procedures for state staff to process IEVS and PARIS data matches.
- A16. Monitor W-2 agencies for compliance under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and Title II of the Americans with Disabilities Act of 1990.

- 30% B. Provide technical assistance and problem resolution related to the systems that support the W-2 and Related Programs. The W-2 Help Desk provides this support to W-2 agencies, Bureau of Working Families, and Regional Staff.

- B1. Support and provide coverage to the W-2 Help Desk. Work with the W-2 Help Desk Team, Bureau of Working Families, and Bureau of Information Technology Services to resolve system problems submitted by W-2 agencies. Systems include the Client Assistance for Reemployment and Economic Support (CARES) system, CARES Worker Web, Barrier Screening Tool (BST), Emergency Assistance Tracking System (EATS), and W-2 Plans.
- B2. Use the appropriate tracking systems to document system problems.
- B3. Assist W-2 agencies implement new policies or system updates by providing technical assistance on the W-2 Help Desk. Identify post implementation issues and communicate those issues to the appropriate manager or project lead.
- B4. Give information to other states regarding the months and years an individual received TANF in Wisconsin.
- B5. Track W-2 Help Desk calls in the Access database.

25% C. Take part in workgroups that plan the development and implementation of program policy changes, new processes for administration, and system updates. Attend meetings with Department of Health Services as needed.

- C1. Take part in workgroups consisting of staff from the Policy Section, Partner Training Section, Regional Offices, Bureau of Information and Technology Services, Deloitte, and Department of Health Services to finalize policy and system business requirements.
- C2. Complete User Acceptance Testing in order to ensure that systems are supporting program policy accurately.
- C3. Review and provide feedback on policy and training documents in order to ensure that the documents are accurate and will be understood by the W-2 agencies.
- C4. Attend and contribute to the Employment Programs Business Area meetings where the Bureau of Working Families identifies, discusses, and prioritizes system work.

- C6. Attend Department of Health Services meetings with Income Maintenance Consortia to identify and track policy and system changes that impact W-2.

- 10%
 - D. Act as the contact for responding to customer complaints regarding program policies, service delivery, and case specific complaints.
 - D1. Research and respond timely to customer complaints sent through the Governor's office, legislators' offices, the Department of Children and Families Secretary's office, and the Division Administrator's office. Respond in writing to the appropriate office with a summary of the investigation and resolution, or draft a letter for signature as needed.
 - D2. Support and provide coverage to the Customer Service Line. Provide information to callers about accessing various services.
 - D3. Coordinate with Regional Staff when an agency must take action in order to resolve a specific complaint involving actions taken by a W-2 agency.
 - D4. Keep current with program information, community resources, and other information that is need in order to be responsive to callers.
 - D5. Track customer calls in the Access database.

KNOWLEDGE AND SKILLS

1. Knowledge of W-2, Job Access Loan, and Emergency Assistance program policies, procedures, and systems.
2. Knowledge of systems including CARES, CARES Worker Web, BST, EATS, and W-2 Plans.
3. Ability to write and speak clearly and effectively.
4. Knowledge of monitoring processes and techniques.
5. Knowledge of principles of quality assurance and quality improvement.
6. Knowledge of civil rights and affirmative action requirements.
7. Ability to work as a team member or team lead in order to accomplish specific tasks and assignments.
8. Knowledge of system development and the ability to contribute to the development of complex automation systems.
9. Ability to exercise judgment and discretion in applying and interpreting policies and procedures.
10. Ability to research/solve problems independently.
11. Ability to independently plan and coordinate workload demands and handle multiple ongoing complex tasks.
12. Ability to establish and maintain effective working relationships with bureau staff, other state staff, agency staff, and the general public.
13. Knowledge of county and private agency organization and administration.
14. Knowledge of conflict resolution and negotiation techniques.
15. Knowledge of Income Eligibility and Verification Systems (IEVS), Public Assistance Reporting Information System (PARIS), and other state data match systems.
16. Skilled use of personal computers and Microsoft products including Outlook, Word, Excel, Access, and PowerPoint.